



NICOLE R. GALLOWAY, CPA
Missouri State Auditor

June 6, 2017

Mr. Joel W. Walters, Director
Missouri Department of Revenue
301 West High St., Room 670
Jefferson City, MO 65101

Dear Director Walters,

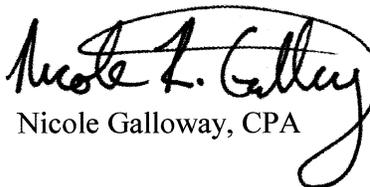
Over the last six weeks, more than 1,000 Missourians have contacted my whistleblower hotline seeking information on the status of their tax refund. Many have reported that their attempts to contact the Department of Revenue have been unsuccessful. They report long wait times, disconnected calls, the inability to speak to a representative when seeking status information on their refunds, and receiving a refund after 45 days without receiving interest. Missourians are becoming understandably frustrated by the delay and I urge you to take all necessary steps to complete refund processing as quickly as possible.

While I am encouraged by the Department's public statements that you anticipate paying all refunds owed by the end of the fiscal year on June 30, Missouri law requires interest be paid on any refunds not processed within 45-days from filing. Any refunds still unpaid for taxpayers that filed on or before the April 18 filing deadline are now past due and interest must be paid. June 30 is not a relevant date to taxpayers still awaiting their refund. They rightfully want to know the status of their refund and that they will be receiving the additional interest they are owed.

Today, I will begin supplying the department with information for many taxpayers that have asked for my help in obtaining information on the status of their refund. I appreciate your looking into these complaints and providing an update.

This request relates to an on-going audit of the Department's timely processing of tax returns. Missouri law binds both of our offices to maintain taxpayer confidentiality in this process. I look forward to your response.

Sincerely,


Nicole Galloway, CPA